COMPLAINT PROCESS

LTC E. Ruiz

TYPES OF COMPLAINTS

- **INFORMAL**
- **FORMAL**

PAPER TRAIL

Appendix E of AR 600-20

(Jul 99)

DA Form 7279-R (Apr 99)

DA Form 7279-1-R (Apr 99)

ALTERNATE AGENCIES

- A HIGHER ECHELON COMMANDER
- EQUAL OPPORTUNITY ADVISOR (EOA)
- CHAPLAIN (CH)
- STAFF JUDGE ADVOCATES (SJA)
- PROVOST MARSHAL (PM)
- INSPECTOR GENERAL (IG)
- COMMUNITY HOMEFINDING REFERRAL A
  RELOCATION SERVICES OFFICE (CHRRSO)
- MEDICAL AGENCY PERSONNEL

COMMANDER/ALTERNATE AGENCY RESPONSIBILITY

- ENSURE INFORMATION IS COMPLETE
- ENSURE INDIVIDUAL IS SWORN TO COMPLAINT
- CLARITY BASIS OF COMPLAINT
- IDENTIFY ADDITIONAL INFORMATION
- TELL WHAT HAPPEN NEXT
- ACKNOWLEDGE RECEIPT
- INITIATE INQUIRY/INVESTIGATION (WITHIN 14 CALENDAR DAYS)
- REFER TO APPROPRIATE AGENCY/COMMANDER (WITHIN 3 CALENDAR DAYS)
- PROVIDE WRITTEN FEEDBACK

ELEMENTS OF INQUIRY/INVESTIGATION

- CLARIFY NATURE OF COMPLAINT
- INTERVIEW AS APPROPRIATE
- GATHER INFORMATION
- CONSULT ADVISORS
- ASSESS INFORMATION
- RENDER DECISION ON FINDINGS

APPEALS PROCESS

- SUBMIT ON SEPARATE PAPER WITHIN 7 CALENDAR DA
  NEXT DRILL PERIOD FOR TPU
- SPECIFY ISSUES YOU DISAGREE WITH
- SUBMIT TO IMMEDIATE OR NEXT HIGHER COMMAND
- MAY REQUEST APPOINTMENT WITH APPEAL AUTHOR
- FINAL DECISION AUTHORITY - FIRST GENERAL COURT
  MARSHAL CONVENING AUTHORITY IN CHAIN OF COM
- NO FURTHER APPEAL AVAILABLE WITHIN EO COMPLA
  SYSTEM
- FOLLOW-UP ASSESSMENT

REPRISAL

TAKING OR THREATENING TO TAKE AN UNFAVORABLE PERSONNEL ACTION OR WITHHOLDING OR THREATENING TO WITHHOLD A FAVORABLE PERSONNEL ACTION, OR ANY OTHER ACT OR ANY OTHER ACT RETALIATION, AGAINST A MILITARY MEMBER FOR MAKING OR PREPARING A PROTECTED COMMUNICATION

FORMS OF REPRISAL

- **THREATENING**
- **INTIMIDATION**
- **HARASSMENT**

PROTECTED COMMUNICATION

- **VIOLATION OF LAW OR REGULATION**
- **SEVERE CASE OF MISMANAGEMENT**
- **FRAUD OR A GROSS WASTE OF PUBLIC FUNDS**
- **AN ABUSE OF AUTHORITY OR POSITION**
- **SUBSTANTIAL DANGER TO PUBLIC SAFETY**
- **COOPERATED WITH OR**

MILITARY WHISTLEBLOWER PROTECTION ACT
DoD Directive 7050.6

PROHIBITS:

- **RESTRICTING A MILITARY MEMBER FROM COMMUNICATING WITH MEMBERS OF CONGRESS, DoD OFFICIALS OR OTHER LAW ENFORCEMENT AGENCIES**

- **TAKING OR THREATENING TO TAKE AN UNFAVORABLE PERSONNEL ACTION, WITHHOLDING OR THREATENING TO WITHHOLD A FAVORABLE PERSONNEL ACTION, AS REPRISAL FOR MAKING OR PREPARING A LAWFUL COMMUNICATION**

REPORTING INCIDENTS OF REPRISAL

- MADE A PROTECTED DISCLOSURE
- UNFAVORABLE ACTION

THREATENED OR TAKEN

- OFFICIAL OR OTHER PERSON

KNEW OF DISCLOSURE OR COMPLAINT

- DISCLOSURE CAUSED ACTION

TAKEN

- EVIDENCE THAT DISCLOSURE CAUSED

REPORTING INCIDENTS OF REPRISAL

DoD IG Hotline 1-800-424-9098
DSN-664-8799
Direct: 703-604-8569

Department of Defense Inspector General
ATTN: Defense Hotline
1900 Defense Pentagon
Washington, DC 20301-1900

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